

**KING COUNTY, WASHINGTON
EMERGENCY MANAGEMENT PLAN
EMERGENCY SUPPORT FUNCTION (ESF) 6
MASS CARE, EMERGENCY ASSISTANCE, HOUSING & HUMAN SERVICES**

PRIMARY AGENCY: King County Office of Emergency Management

SUPPORT AGENCIES: American Red Cross
Federal Emergency Management Agency
King County Department of Community & Human Services
King County Department of Information Technology
King County Department of Natural Resources & Parks
King County Department of Permitting & Environmental Review
King County Department of Transportation
King County Sheriff's Office
Local Jurisdictions
Public Health- Seattle & King County
Regional Animal Services of King County
Salvation Army
WA State Emergency Management Division
Other Non-Governmental and Religious Organizations

I. INTRODUCTION

A. Purpose

The purpose of Emergency Support Function (ESF) 6 is to define and facilitate King County Government's roles and responsibilities in mass care, emergency assistance, and housing and human services to residents of unincorporated King County, and support and coordination services to incorporated jurisdictions within King County.

B. Scope

Mass Care in King County is a shared responsibility between King County government, incorporated cities, the King-Kitsap Chapter of the American Red Cross, and other non-profit agencies such as the Salvation Army. Incorporated cities in King County have responsibility to coordinate their own mass care services using city assets, or to coordinate with the King County Regional Communications and Emergency Coordination Center (RCECC) in the placement of mutually supported services. King County government is the lead coordinating support for mass care activities and shelters in the unincorporated areas of King County.

Mass care services include the following:

- Sheltering
- Pet and Livestock Sheltering
- Post-Disaster Interim Housing
- Mass Feeding
- Community Points of Distribution (CPODs)
- Coordination and support of ESF-8 on the placement and opening of Alternate Care Facilities and Family Assistance Centers

This plan applies to all primary and support agencies listed. Additional governmental and non-governmental agencies may also have significant roles in ESF-6 depending on the severity of the response.

II. SITUATION

A. Situation Overview

King County is vulnerable to all of the natural and technological disaster events that are detailed in the 2014 King County Regional Hazard Mitigation Plan. Historically, disasters in King County tend to have cumulative impacts that disrupt utility, communications, medical, transportation, and food service systems at the same time. Because of those impacts, emergency response efforts can be seriously reduced. The movement of disaster supplies and service providers, emergency workers, and volunteers can be impeded. Professional emergency responders may be unable or delayed in reaching their assigned organizations due to injury, death, or family problems. These impacts can result in a need for food, shelters, housing, and/or other human services. The role of ESF-6 is to maintain these services during a disaster.

B. Planning Assumptions

1. For planning purposes, King County is divided into three Emergency Coordination Zones: Zone 1 (North and East County, 720,000 persons), Zone 3 (South County, 640,000 persons), and Zone 5 (Seattle, 608,000 persons).
2. Mass Care services must incorporate and address the unique needs and circumstances of vulnerable populations that are economically disadvantaged, homeless, have limited language proficiency, have disabilities (physical, mental, sensory, or cognitive limitations), have special medical needs, experience cultural or geographic isolation, or are vulnerable due to age, as well as those of incarcerated persons. Therefore, specific measures will be taken to ensure that these populations will have accessibility to information and services.
3. There may be individuals with specific/special needs and issues such as cognitive disabilities, communication disabilities, disabilities and medical concerns, environmental or chemical sensitivities, hearing loss, those on life support systems, mobility concerns, psychiatric disorders, visual disabilities, and individuals with service animals that will need to be sheltered or evacuated. Every effort will be taken to accommodate individuals' functional and

access needs in the shelter. For those who have medical needs that cannot be met by the shelter setting, ESF 8 – Health, Medical and Mortuary Services will coordinate appropriate care and placement.

4. Public, private, volunteer organizations and the general public will have to use their own resources and be self-sufficient for a minimum of three days, possibly, longer.
5. Local jurisdictions will provide their own mass care services using city staff, resources, and facilities. King County Office of Emergency Management is the lead agency for coordination of emergency mass care services in unincorporated King County or when mass care needs exceed the capability of one or more King County jurisdictions.
6. King County Departments will support this effort with resources and facilities if available. Mutual aid resources will be used for small incidents, but may be unable to meet the needs of a large-scale emergency or disaster.
7. The number of trained personnel qualified to provide mass care services, and the number of available volunteers to perform support functions, will limit the rate at which mass care services are provided.
8. A partnership approach will be needed between public, private, and volunteer agencies in order to provide sheltering for large-scale disaster incidents in King County.

III. POLICIES AND AUTHORITIES

1. It is the policy of the government of King County to provide the emergency management organization and resources to minimize the loss of life, protect public property and the environment in unincorporated King County. Additionally, King County will provide support to other jurisdictions within King County to the maximum extent possible depending on the disaster conditions.
2. Incorporated jurisdictions will perform emergency management functions within their jurisdictional boundaries as mandated by RCW 38.52.070. A collaborative response by public, tribal, private and nonprofit organizations will greatly benefit and facilitate mass care services throughout the King County region.
3. The American Red Cross will provide staff, supplies, and shelters as disaster conditions dictate and resources allow, in accordance with the Disaster Relief Act of 1974 (P.L. 93-288, as amended by the Stafford Act).
4. Disaster Welfare Information/Family Reunification is provided by the American Red Cross through the Safe & Well Website.

5. Mass care shelters are temporary in nature and are designed for people displaced as a result of emergency incidents or disasters. All mass care and shelter services will attempt (but not guarantee), to meet current requirements for the Americans with Disabilities Act (ADA). Services will be provided without regard to economic status, race, religion, political, ethnicity, sexual orientation, or other affiliation. According to the ADA, service animals are extensions of their owners and have the same access to public transportation and sheltering as their owners at all times.
6. The National Pets Evacuation and Transportation Standards Act of 2006 (H.R. 3858-PETS) requires local and state emergency preparedness authorities include plans for pets and service animals in disaster plans, grants FEMA the authority to assist states and local communities in developing disaster plans to accommodate people with pets and service animals, authorizes federal funds to help create pet-friendly emergency shelter facilities, and allows FEMA to provide assistance for individuals with pets and service animals, and the animals themselves following a major disaster.

IV. CONCEPT OF OPERATIONS

A. Organization

1. During small local disasters when the King County Regional Communication and Emergency Coordination Center (RCECC) is not activated, the Red Cross, in partnership with the affected city or King County Office of Emergency Management will provide shelter and mass care service coordination through the chapter headquarters, in accordance with their Chapter Disaster Response Plan, as appropriate to their operational capacity.
2. When larger-scale disasters impact and overtax individual cities, cities will request support from the King County Office of Emergency Management, thus activating the RCECC.
3. The RCECC has three levels of activation depending on the size and complexity of the incident:
 - Level 3: Duty Officer monitoring with support of OEM staff
 - Level 2: Limited Activation, OEM Staff, specific King County Departments and partner agencies
 - Level 1: Full Activation
4. The RCECC is organized using Incident Command System and the National Incident Management System. Within the Operations Section, there are three Branch Directors: Health and Human Services Branch, Infrastructure Branch, and the Emergency Services Branch. The RCECC also consists of several Emergency Support Functions (ESFs), one of which is ESF-6. The ESF-6 Coordinator reports to the Health and Human Services Branch Director.

5. The ESF-6 Coordinator has primary responsibility for maintaining situational awareness of mass care services needed during an incident. This is completed through communication with American Red Cross representatives and Zone Coordinators to assess status of mass care activities within the region.
6. The ESF-6 Coordinator has responsibility to:
 - Track status of all mass care activities in the region (i.e. shelter locations and population, CPOD locations, etc.)
 - Submit and/or fill resource requests in support of mass care services, as needed, by utilizing existing MOUs and conveying appropriate information to ESF-7 (Logistics)
 - Submit resource requests for mission assignments as needed, including activation of plans for mass feeding, regional shelters, or Community Points of Distribution (CPODs)
7. For each mission assignment, the ESF-6 Coordinator will submit the resource request to the Health and Human Services Branch Director. The Health and Human Services Branch Director will coordinate with the Operations Chief to construct a task force made up of various ESF Coordinators, the Zone Coordinators (Zones 1,3, 5), and city Emergency Managers of the impacted jurisdictions.
8. The Operations Chief will coordinate the completion of mission assignments for mass care activities.
9. Once a mission assignment is completed, the ESF-6 Coordinator shall update status of mass care services in the region.

B. Direction, Control, and Coordination

Regional Shelters

The RCECC has primary responsibility for decision making and establishment of regional shelters. Task force should consist of the following: ESF-1 (Transportation), ESF-2 (Communication), ESF-4 (Fire Services), ESF-5 (Coordination Staff), ESF-6 (Mass Care), ESF-7 (Logistics), ESF-8 (Health, Medical and Mortuary Services), ESF-11 (Agriculture and Natural Resources), ESF-12 (Energy), ESF-13 (Public Safety and Security), ESF-15 (External Affairs), Zone Coordinators, and City Emergency Managers of impacted jurisdictions.

Pet and Livestock Sheltering

Shelters for pets and livestock will be activated by Regional Animal Services of King County with help from local veterinary and volunteer animal care organizations. Pets and livestock shelters may be separated from general population shelters. All reasonable and practical steps will be taken to ensure that shelters do not become contaminated.

Post-Disaster Interim Housing

The Post-Disaster Interim Housing Plan is intended to assist residents of the unincorporated areas and to support and coordinate with local jurisdictions of King County with post-disaster housing needs. This plan works in conjunction with ESF-14 Long-Term Community Recovery and Mitigation. In the event of a disaster, a Post-Disaster Interim Housing Task Force will be convened by DCHS to provide a forum for coordination and agreement among agencies and King County cities in responding to housing needs. Coordination will occur with King County Department of Permitting & Environmental Review, RCECC and other agencies to undertake strategies to identify available interim rental housing. The Task Force will work with shelter personnel and/or individual case managers to assist in providing information to households on available interim rental housing.

Mass Feeding

The RCECC has primary responsibility for decision making and establishment of mass feeding services. Task force should consist of the following: ESF-1 (Transportation), ESF-5 (Coordination Staff), ESF-6 (Mass Care), ESF-7 (Logistics), ESF-8 (Health, Medical and Mortuary Services), ESF-12 (Energy), ESF-13 (Public Safety and Security), ESF-15 (External Affairs), Zone Coordinators, and City Emergency Managers of impacted jurisdictions.

Community Points of Distribution

The RCECC has primary responsibility for decision making and establishment of C-PODs. Task force should consist of the following: ESF-1 (Transportation), ESF-5 (Coordination Staff), ESF-6 (Mass Care), ESF-7 (Logistics), ESF-13 (Public Safety and Security), ESF-15 (External Affairs), Zone Coordinators, and City Emergency Managers of impacted jurisdictions.

C. Prevention and Mitigation Activities

Refer to the 2014 Regional Hazard Mitigation Plan.

D. Preparedness Activities

Under the organization of the Emergency Management Advisory Council, King County OEM participates in the Mass Care Workgroup on a monthly basis to share information and lessons learned, develop processes and plans, coordinate response activities, and conduct annual exercises.

E. Response Activities

As noted above, the ESF-6 Coordinator within the RCECC has responsibility to:

- Track status of all mass care activities in the region (i.e. shelter locations and population, CPOD locations, etc.)
- Submit and/or fill resource requests in support of mass care services, as needed, by utilizing existing MOUs and conveying appropriate information to ESF-7 (Logistics)
- Submit resource requests for mission assignments as needed, including activation of plans for mass feeding, regional shelters, or Community Points of Distribution (CPODs)

F. Responsibilities

Primary Agency

King County Office of Emergency Management is responsible for coordinating mass care that comprises shelters, feeding, and emergency first aid in unincorporated King County and when King County jurisdictions request support. King County Office of Emergency Management shall:

- Maintain this plan and coordinate with King County Government, local government partners, the State of Washington, and non-governmental partner organizations.
- Support events such as tabletop exercises, plan review workshops and review of resources seminars.
- Take the lead in coordinating, promulgating and/or maintaining all Memorandums of Understanding (MOU) between King County and partner non-governmental, private and public organizations critical to the implementation of this plan.

Support Agencies

1. American Red Cross:

- Provide mass care for small emergencies or localized incidents not requiring activation of the King County RCECC.
- Provide representatives in the King County RCECC for ESF-6 (coordination of mass care services).
- Offer the following standard services during emergencies and disasters:
 - Sheltering – Open temporary, mass care, congregate shelters which provide meals, recovery information, emergency supplies and a place to rest. Support other shelters run by government or community partners with supplies and feeding, if resources permit.

- Feeding – Work through the ESF-6 Coordinator to provide emergency feeding for persons in shelters and those returning to their homes, either at fixed sites or through mobile delivery of food appropriate for the situation and population being served.
- Coordinate with ESF-6 for assistance when voluntary contributions do not meet the level of needed resources. Requests may be in the form of direct financial assistance, reimbursement for services and/or an agreement to purchase necessary commodities to fulfill the needs of impacted residents.
- Coordinates with ESF 6 to meet the needs of persons returning to their homes after a disaster.
- Activate the Safe and Well Website - The American Red Cross Safe and Well Website allows internet inquiries on the status of colleagues, friends and relatives. It provides only the registrant's name, a date/time stamp and the safe and well messages the registrant chose using check-boxes. No personal or location information is shown. It is triggered by one or more of the following:
 - Mass fatalities or injuries
 - Disaster is catastrophic in scope
 - Large scale evacuations
 - Widespread power outages
 - Affected area has a large number of residents with functional needs
 - Considerable media coverage
- Case workers - meet with each family individually to determine how they were affected by the disaster and the course of recovery to best meet their immediate needs.
- Disaster Mental Health Professionals - provide psychological triage; crisis intervention; psychological support; instrumental support (i.e., taking action in support of an individual); advocacy (i.e., an intervention made on behalf of an individual and intended to benefit the person or cause being supported); problem solving and referrals during relief operations.
- Disaster Health Professionals - available in shelters for emergency first aid, medical assessment, triage and replacement of emergency medications. American Red Cross Disaster Health Services Teams meet these needs through item distribution, financial assistance or referrals to community partners.

2. Federal Emergency Management Agency

- During a federally declared disaster, provide federal resources for sheltering, housing, feeding, procurement and distribution of supplies, disaster assistance programs, and coordination with other federal agencies. (Refer to the King County Regional Shelter Annex)

3. King County Department of Community & Human Services:

- Provide representatives in the King County RCECC for ESF-6 (coordination of mass care services)
- Coordinate crisis counseling with contracted community mental health providers, American Red Cross, Public Health-Seattle and King County, and the volunteer medical reserve corps
- Implement Post-Disaster Interim Housing Annex. (Refer to the King County CEMP Post-Disaster Interim Housing Annex)

4. King County Department of Information Technology:

- Provide representatives in the King County RCECC for ESF-2 (coordination of communication support)
- Manage and provide communications infrastructure and deployable equipment (laptops, data ports, etc.) in direct support of mass care operations

5. King County Department of Natural Resources & Parks:

- Provide representatives in the King County RCECC for ESF-11
- Provide assistance with distribution of food and water resources

6. King County Department of Permitting & Environmental Review:

- Perform pre-occupancy shelter facility inspections
- Coordinate the implementation of the Post-Disaster Interim Housing Annex with the King County Department of Community & Human Services

7. King County Department of Transportation:

- Provide representatives in the King County RCECC for ESF-1 (coordination of transportation support)

- Support ESF-1 with evacuations from the affected areas to designated shelter sites, safe areas and/or rally points located in a variety of jurisdictions.
- Provide and/or coordinate transportation service from designated shelter sites to established transportation routes and/or transit centers.
- Provide and/or coordinate special assistance transportation at the request of the RCECC on an as needed basis.

8. King County Sheriff's Office:

- Provide and/or coordinate security for King County mass care operations
- Provide management oversight of overall security operations
- Manage and provide/coordinate staffing for Unique Population Shelter operations
- Provide and/or coordinate staffing for the shelter Security Units

9. Public Health- Seattle & King County:

- Provide representatives in the King County RCECC for ESF-8 (coordination of health and medical services)
- Coordinate and provide public health technical assistance for mass care operations, including first aid teams
- Coordinate the establishment of Alternate Care Facilities as determined appropriate
- Coordinate movement of individuals with medical needs from general shelters to appropriate healthcare facilities and/or alternate care facilities
- Assist with environmental health assessments and conduct inspections to ensure that environmental controls are provided to assure safe and healthful healthcare facilities
- Support DCHS and ARC in meeting the demands for mental health services
- Provide guidance and direction for the care of deceased shelter occupants

10. Regional Animal Services of King County:

- Designate and approve local volunteer animal care groups to staff the King County RCECC and will be the primary King County agency for animal rescue, mass care, sheltering and logistical support.

- If needed, request assistance from other organizations such as the Humane Society of the US.

11. Salvation Army:

- Provide disaster services and mass feeding operations. (Refer to the King County Regional Shelter Annex)

12. Local Jurisdictions:

- Coordinate with the King County RCECC on the establishment of mass care operations and services to include the following:
 - Location
 - Transportation
 - Staffing
 - Support Services
 - Equipment
 - Pet Sheltering

13. WA State Emergency Operations Center (SEOC):

- Provide support to RCECC for mass care services and operations; utilization of State MOUs and contracts and/or obtain federal resources.

14. Other Non-Governmental and Religious Partners

- Provide resources and communication networks for vulnerable populations or persons with disabilities.
- Provide spiritual support and assistance with case management. (Refer to King County Regional Shelter Annex)

V. PLAN DEVELOPMENT AND MAINTENANCE

A. Plan Updates

1. The ESF-6 Mass Care, Emergency Assistance, Housing & Human Services plan will be updated every four years in conjunction with the update of the King County Comprehensive Emergency Management Plan.
2. The plan will also be updated following any After-Action Reports from drills, exercises, or activations.

B. Drills, Exercises, and Training

1. King County OEM will conduct an annual drill within the OEM Quarterly Activation schedule.

2. Drills and exercises may also be coordinated with other support groups such as the Region 6 Mass Care Workgroup and the Regional Catastrophic Planning Group.

VI. REFERENCES

- Revised Code of Washington (RCW) 38.52 – Emergency Management.
- Washington Administrative Code (WAC) Title 118 – Military Department (Emergency Management)
- Americans with Disabilities Act of 1990
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (PL 93-288) as amended
- King County Code 12.52 Emergency Powers
- Pets Evacuation and Transportation Standards (PETS) Act of 2006 (HR 3858)
- FEMA Disaster Assistance Policy 9523.19-Eligible Costs Related to Pet Evacuation And Sheltering, October 24, 2007.

VII. TERMS AND DEFINITIONS

CPOD – Community Point of Distribution

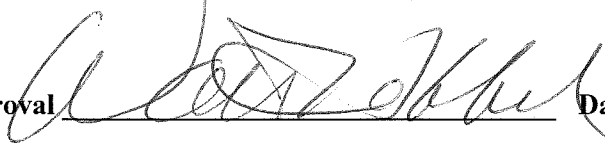
DCHS – Department of Community & Human Services

RCECC – Regional Communications and Emergency Coordination Center

VIII. PROCEDURAL DOCUMENTS

- A. Regional Shelter Operations Incident Annex (To be completed)
- B. Community Points of Distribution Annex (To be completed)

Agency Approval



Date Approved

10/12/2014